DATASHEET

# CA Agile Central (RALLY) Integration With GitHub and Zendesk

The integration of CA Agile Central with GitHub and Zendesk provides the project management team complete traceability for any ticket (incident, problem, or defect) raised by a customer.

## Integration overview

In an Application Lifecycle Management (ALM) ecosystem, the choice of systems and the collaboration between the cross-functional teams play a great role. While the choice of systems impacts the productivity of a team, the cross-functional collaboration helps the teams get complete context of the business requirements.

Best-of-breed systems such as CA Agile Central, Zendesk, and GitHub bring rich functionalities to the ecosystem. When GitHub is integrated with CA Agile Central and Zendesk, all stakeholders have real-time visibility into the commits made by the development team. It is also easier to enforce authentic commits against each work item and access the changes/edits made to the commit files from CA Agile Central itself.

## How CA Agile Central – GitHub – Zendesk integration is beneficial for an enterprise

- Track commit volume, track commit trends and edits/changes to commit files in real time
- Enforce authentic commits to make sure each commit is happening against a scheduled and open workitem
- Eliminate manual effort to close CA Agile Central & Zendesk workitems by automating the state transition on GitHub commit

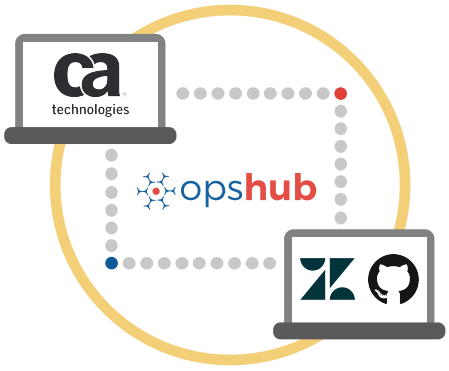
## With CA Agile Central + GitHub + Zendesk integration, enterprises can:

- Make better and faster decisions
- Accelerate customer response time
- Ensure complete traceability of a feature/ requirement
- Get full context of customer priorities and requirements
- Leverage the best of functionality and collaboration in the delivery ecosystem

## How OpsHub Integration Manager integrates CA Agile Central – GitHub – Zendesk

OpsHub Integration Manager integrates CA Agile Central with GitHub and Zendesk – each system with the other bidirectionally. It ensures that all data is available to each user, in that user's preferred system, with full context, in real-time. All the details related to a commit made against a work-item in CA Agile Central can be tracked from CA Agile Central itself. For example, for each commit that development team makes in GitHub, GitHub synchronizes a 'commit entity' linked to the specific requirement id back to CA Agile Central. Each 'commit entity' includes information such as 'who did the commit?', 'when was the commit done?', and 'which part of the code was committed?'.

The support team, using Zendesk, is also up-to-date with the status of a ticket (incident, problem, or defect) raised by a customer.





## Entities that can be synchronized between CA Agile Central, GitHub, and Zendesk

The popularly synchronized entities between CA Agile Central, GitHub, and Zendesk are shown on the left:

## Benefits of integration for CA Agile Central, GitHub, and Zendesk

| CA Agile Central & GitHub users | Zendesk users |
|---|---|
| Traceability for business requirements throughout the ALM tool chain | Access and real-time updates to the development status within Zendesk |
| Direct visibility into customer issues and their priorities | Easy to categorize and transfer customer tickets to CA Agile Central |
| No dependency on manual communication | No dependency on manual communication |

## Features of OpsHub Integration Manager

Unidirectional as well as bi-directional synchronization

Full history and audit trail for integrated systems

Complete traceability of work items as well as non-work items

Robust failure management and recovery mechanism

## Pre-requisites to run OpsHub Integration Manager

### Supported Operating Systems

**Windows**

- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008 R2 (64 bit)

**Linux**

- RHEL 5.2 + (64 bit)
- RHEL includes Cent OS and Fedora

**Tested on the following versions:**

- CentOS release 5.5 (Final)
- CentOS release 5.6 (Final)
- CentOS Linux release 7.1.1503 (Core)
- Fedora 20

### Database Prerequisites

The underlying database should be installed to install and run OpsHub Integration Manager. The database user created for OpsHub Integration Manager should have schema level and read write privileges.

- MySQL Server
- MS SQL
- Oracle
- HSQLDB